

# Molton Brown



An automated cloud-based infrastructure has enabled Molton Brown to take care of the ever-evolving needs of its customers and continue delivering the high levels of service for which this luxury beauty, bath and fragrance brand is renowned.

**Number of sites: 64+**

## The project:

Molton Brown is a British maker of fragrance, established in 1971. It is a brand which places uncompromising care at the heart of everything they do but its legacy MPLS provision was proving slow and restrictive. In turn this was impacting its ability to deliver the high standard of customer service for which the brand is renowned.

The global, omnichannel retailer appointed to Focus Group to deliver an automated, cloud-based full stack infrastructure to power its ongoing success, growth and service standards.

## The solution:

Molton Brown required a scalable, automated cloud-based infrastructure that could support the changing needs of its business. Its legacy MPLS provision failed to deliver the required agility of deployment, so Focus Group set about designing a Cisco Meraki solution that would improve service delivery across all stores, occupancies and warehouses.

Molton Brown's operational complexity required a simple configuration, management and monitoring dashboard that would facilitate real-time monitoring and fast configuration changes, without compromising on quality or imposing downtime throughout the migration. Focus Group provided a fully managed service throughout the integration of multiple partners, including an incumbent MPLS provider, Retail Commerce Systems provider, Cloud Hosting partner and more.

The solution also included service augmentation in Molton Brown's [AWS cloud environment](#) to provide enhanced Point of Sale (POS) appliance monitoring and a refreshed design for the housing of equipment in stores to ensure range, accessibility and conservation.

### The solution incorporated:

- Bespoke Cisco Meraki SD-WAN, LAN, Wi-Fi solution with cellular connectivity
- Single dashboard for infrastructure configuration and management
- Design refresh of infrastructure cabinets in-store

## The result:

The refined design now supports Molton Brown's infrastructure and delivers critical line of business and secure Point of Sale (POS) connectivity, without the risk of downtime. Focus Group's Wi-Fi solution enabled Molton Brown to deliver their in-store "Fragrance Finder" experience, attracting more customers to their stores, bolstering the brand's customer loyalty and delivering vital consumer insights.

Focus Group's DevOps and code-driven delivery meant the full solution was installed at stores at the same time, reducing the number of site visits and overall project delivery schedule.



**MOLTON BROWN**  
LONDON